

Job Description

Job Title	Training & Events Planner
Reports to	Senior Prevention Programs Specialist

Primary Responsibilities

The Training & Events Planner is responsible for the smooth execution of all logistics and technical support. Organizing and coordinating program-related trainings, meetings, webinars, and statewide conferences for PCANC. This position also serves as lead technical assistance and logistics support for the Partnership Engagement Manager who manages the program development for the bi-annual Summit for the agency. The Training & Events Planner is a key role that works across multiple teams within the organization, internally and externally. The ideal candidate will have a special interest in child maltreatment prevention or a willingness to learn about the strategies PCANC supports to ensure every child grows up in a safe, stable, and nurturing environment.

Specific Responsibilities

Pre-Event Logistics

Coordinate logistics for trainings, meetings, conferences, the Summit, webinars, and other events as necessary, including set-up and technical assistance:

- Participate in meetings with sponsors and organizing committees to support planning for the scope and format of events, monitor budgets, and review event progress.
- Communicate logistics, negotiate, and secure contracts with internal and external presenters and program staff.
- Negotiate and secure contracts with program purveyors and evaluators, facilities, and other contract services as needed.
- Ensure adequate venue space, accommodations, décor, entertainment, speaker housing, invitee list, special guests, AV equipment, transportation for participants, and other event-related accommodations as needed.
- Assure logistics (for both virtual and in-person events) are in place and clearly communicated before the event to all speakers, staff, and participants.
- Order and compile all materials needed for each event.
- Provide feedback and periodic reports to event planning stakeholders.
- Promote upcoming training and event opportunities across multiple PCANC channels in collaboration with PCANC's Marketing and Communications Team.
- Develop and execute event agenda in coordination with the event project manager(s).

Event Registration

- Create, track, and manage online registration, payments, and participants lists.
- Coordinate Continuing Education Credit (or other educational credit) process for participants.
- Send confirmations, notifications, and reminders to training and event participants, and address inquiries.

- Set up and disseminate any pre-event surveys, coordinate survey findings with Data and Evaluation Team, and share survey results with event project manager(s).
- Prepare any virtual or in-person polls, quizzes, breakout rooms, or other event-related activities as determined by the event project manager(s).

Day-of-Event Logistics

- Attend training or event to support registration and check-in, catering, setup, and clean-up, whether virtual or in person.
- Manage registration and day-of-event logistics, including slides, order of logistics documents, and managing zoom entry and exit, both virtually and in person.
- Proactively handle any arising issues and troubleshoot any emerging problems on the event day.

Post-Event Management

- Work with program staff to assure all events have an evaluation plan/survey to track participation and outcomes. Send surveys to participants promptly and participate in post-event evaluation review meetings to determine how future events could be improved.
- Maintain accurate training and event records and submit receipts promptly.
- Provide Continuing Education Credit (or other educational credit) coordination and/or a Certificate of Participation.

General Administration

- Manage and track inventory of supplies and stock items and order additional supplies as needed.
- Coordinate with Client Relationship Management (CRM) Manager to assure appropriate distribution lists for each program.
- Manage training and event calendars for all teams to assure there is no overlap for events or Zoom use, both internally and with key external partners.
- Implement an internal meeting schedule (check-ins, monthly and quarterly step-backs, team step-backs) for event logistics planning.
- Other duties as assigned.

Staff Competencies/Qualities

- **Manages a high volume of work with efficiency:** Maintains a system for keeping tasks from being unnoticed and unresolved. Able to juggle competing demands and prioritize without sacrificing quality. Plans backward to make deadlines. Strong problem-solving and organizational skills. Self-starter willing to take initiative and ownership of projects and deliverables. Ability to organize, prioritize, and manage multiple projects simultaneously and within expected time frames.
- **Entrepreneurial and resourceful:** Consistently overcomes challenges and leverages resources to creatively solve problems. Proposes solutions to issues without much guidance (but is not afraid to ask questions). Proactively asks for help, anticipates problems, and course-corrects where needed.
- **Attention to detail:** Notices and fixes errors that others might overlook. Acknowledges mistakes and turns them into learning opportunities. Strong follow-through with consistency, trust, and reliability. Exhibits a proven track record of leaving things better than they found them.

- **Strong sense of ownership, adaptability, and resilience:** Plans ahead and finds alternative paths, when needed, to get to the finish line. Open to feedback with the ability to receive and integrate feedback, be flexible and adaptive. Bounces back from setbacks and rejections. Is adaptable even when things are hectic.
- **Customer Service Orientation:** Ability to work collaboratively and respectfully across departments. Responsive, friendly, able to answer questions. Clear communication and project coordination with program staff. Comfortable managing both behind the scenes, visible and available to stakeholders, presenters, and registrants. Excellent public relations skills with a passion for the organization's mission.
- **Communicator:** Excellent writing, interpersonal, and oral communications skills. Commitment to keeping team members and stakeholders well informed.

Job Qualifications

- Associate's Degree in related field or equivalent work experience.
- 3+ years experience in training coordination or meeting and event planning required.
- Demonstrated proficiency with Microsoft Word, Excel, PowerPoint, Outlook, and virtual platforms.
- Travel is required, primarily within North Carolina with occasional overnight stays required.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:
- The employee is occasionally required to sit; climb or balance, and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25 pounds.
- Must have the ability to transport items to and from events and trainings as needed.
- Bilingual in English/Spanish preferred.

Equal Opportunities and Accommodations Statement

Prevent Child Abuse North Carolina is proud to be an equal opportunity employer, committed to providing a welcoming and diverse environment. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, gender identity or expression, age, marital status, veteran status, disability status, pregnancy, parental status, genetic information, political affiliation, or any other status protected by law. Accommodations are available for applicants with disabilities.